

**CENTRAL ALARM MONITORING SYSTEMS
(CAMS)**

DS/PSP/FPD has found that each Post has a different arrangement for Alarm services and there is no standard configuration. These questions are designed to assist DS in drafting CAMS language for post. Please complete this questionnaire to illustrate how the alarm responsibilities are implemented at Post. The term “installation” means a complete system using a variety of the components. A listing of most common components of a CAMS installation is included with this document.

	LGP Contractor	Separate Alarm Contractor	Landlord	Post	Combination (describe)
Who owns the installed alarms?					
Who installs new alarm systems in residences?					
Who provides the alarm hardware for new residential installation?					
Who is responsible for repairing the existing alarms?					
Who is responsible for furnishing the repair parts for the repairs?					
Who performs central alarm monitoring?					
Where is the central alarm monitoring located?					
Who owns the central alarm monitoring equipment?					
Who removes alarms when a residence is vacated?					

How are alarms sent/transmitted to the central alarm monitoring site? Telephone lines or radio transmitters?

If radio transmitters are used -

	LGP Contractor	Separate Alarm Contractor	Landlord	Post	Combination (describe)
Who installed the transmitters?					
Who owns the transmitters?					
Who maintains the transmitters?					

How many residences currently have installed alarms?

What is Post best estimate on the average number of new installation(s) per year?

What is Post best estimate on the average number of removals of installed systems per year?

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What are the current procedures for making repairs? Some of the issues may be - Who notifies the contractor for a needed repair, who does contractor make an appointment with for the repair – who is the appointment made with

Is there a response time required to accomplish the repair?

Are any other actions required of the contractor when making repairs?

How are alarms responded to? Is there a dedicated response team? Is the mobile patrol used as the response team? How many individuals occupy the response vehicle?

Is response team armed, if so what are the weapons?

Are there any parameters for the response teams, for example number of minutes to respond? How is actual time to respond monitored? Do response team member enter or have access to the property? Do they enter or have access to the residence?

Is the occupant of the residence contacted by central monitoring site when an alarm notification is received?

How many alarm companies are there in your city?

How many guard companies provide both guard and alarm services?

What are the procedures for dealing with false alarms?

What is the frequency of false alarms?

Is any cost assessed for responding to a false alarm?

If there is a cost, is there a determination of who was responsible for the false alarm?

What prices are currently billed for alarm services. What does the current price cover, for example installation, monitoring, monitoring per residence, react team, warranty and routine maintenance, repair costs.

Are contractor employees vetted by the RSO before they perform alarm duties?

Reports: Describe any/all CAMs report(s) furnished by the contractor, include the frequency diffident reports are furnished.

Please provide any additional information as to how Post envisions the CAMs process to operate.

A residential alarm system may include the following items.

Sensors:

- Glass breakage vibration sensor
- Glass breakage listening device
- Magnetic Open/closed sensor
- Wired window screens
- Passive Infrared motion detector
- Dual technology (passive infrared and microwave) motion detector
- Hand-held panic alert buttons (using radio to connect of control panel)

Control Panel

- Operate with six or more zones
- Self-recharging backup battery

Keypads

- Number of pads per installation

Alert Mechanisms (may have both interior and exterior locations)

- Siren
- Strobe light

Connection to Central Alarm Monitoring

- Telephone line
- Radio module (may include separate back-up power supply)

Installations will include necessary wiring. Wiring may be installed behind the wall surface or use surface mounted raceway (conduit or panduit©) to connect the equipment. The residence should have operating instructions in English with a separate copy maintained by Post. The Post should have alarm schematics or diagrams for each installation.